

# Community Relations



# CPI Legacy

A record of improvements made by the City of  
Salina, Kansas, since November 2012

# CPI Improvements

November 2012 thru December 2015

## **SALINA CITY**

## **8 Improvements**

### **Community Relations** (W-MEDIATE)

#### Waiting

#### Mistakes

1. Reduced the number of style mistakes found on the website and in press releases. The Associated Press Style Guard was downloaded to the computers of 12 individuals, who regularly produce and edit content for the City of Salina.

#### Excess movement or motion of workers

#### Do it right the first time

2. Increased capacity by using volunteers and interns, rather than outsourcing work. During 2015 volunteers/interns assisted with community outreach for the proposed dog park and the housing survey; provided data entry and other office assistance; videotaped City shows and segments; and photographed City events, people, places and things.
3. Increased capacity by using all three investigators to develop an investigation plan (a list of questions to ask the complainant, respondent, and witnesses, up front before meeting with them). This reduces the amount of time required to complete the investigation and the need for follow-up.

#### Inefficient Processes

4. Reduced costs by merging the Community Relations Administrative Assistant position with a Part Time clerical position in Finance
5. Reduced costs by eliminating the Outreach Specialist position.
6. Increased capacity by reviewing the templates that had been developed by previous staff members to meet HUD standards. Through this review many questions were eliminated; there was less intrusion into people's lives; and the amount of paperwork was reduced.

#### Always do the right thing

7. Improved safety by creating (1) an accessible workspace where (2) client consultations can be held in private, but which will also (3) accommodate children, and (4) which provides a safe meeting place for staff

#### Transporting work

8. Increased capacity by repurposing an older color printer from the City Clerk's Office. This has reduced the amount of time required to develop templates, deliver them to local printers, verify proofs, and then return to pick them up when completed. This can now be done in-house.

#### Excess Inventory